



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**Citizens Telecommunications Company of Illinois**  
**d/b/a Frontier Citizens Communications of Illinois**  
**for quarter ending March 31, 2010**

<b>Performance Data</b>	<b>January</b>	<b>February</b>	<b>March</b>	<b>Quarterly Average</b>
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	2.90	3.20	3.70	3.27
B. Operator Answer Time - Information [730.510(a)(1)]	3.20	3.70	2.70	3.20
C. Repair Office Answer Time [730.510(b)(1)]	17.00	16.00	24.00	19.00
D. Business or Customer Service Answer Time [730.510(b)(1)]	28.00	14.00	11.00	17.67
E. Percent of Service Installations [730.540(a)]	98.00%	99.00%	98.00%	98.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	96.00%	98.00%	99.00%	97.67%
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	2.20	1.40	2.30	1.97
H. Percent Repeat Trouble Reports [730.545(c)]	9.00%	10.00%	7.00%	9.00%
I. Percent of Installation Trouble Reports [730.545(f)]	4.00%	3.00%	4.00%	4.00%
J. Missed Repair Appointments [730.545(h)]	228	55	110	131
K. Missed Installation Appointments [730.540(d)]	42	16	42	33

**Comments**



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